

**NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY**  
**Law Enforcement Job Family**  
**Law Enforcement Manager**

**Description of Work:** The purpose of this position is to plan, coordinate, direct, and supervise the activities of subordinates assigned to this position. Incumbents provide for the control and regulation of the sale, transportation, consumption and manufacturing of alcoholic beverages, the enforcement of the Controlled Substance Act and the State Tobacco Laws within the State of North Carolina. This position conducts and/or oversees complex internal investigations, conducts internal district inspections, conducts and supervises special investigations as assigned. Incumbents support and assist with the ALE Division accreditation program as assigned. Further the mission and goals of the ALE Division through supervision and management of subordinates and through interaction with government and non-government managers.

<b>Competency Profile</b>	<b>Definition</b>
<b><i>Building Partnerships</i></b>	Develops and uses collaborative relationships to facilitate the accomplishment of work goals. Identifies opportunities and takes action to build strategic relationships between the work unit, division or department and other groups, both internal and external including: local governments, stakeholders, the Legislature, and other organizations.
<b><i>District/Program Management</i></b>	Defines program goals based on analysis of program internal and external needs. Establishes plans and procedures in an effort to meet organizational goals. Sets appropriate course to accomplish tasks through managing details, delegating roles and setting priorities for an effective plan. Manages programs while adhering to established laws, regulations, policies and procedures. Communicates and coordinates between customer and Division to ensure organizational needs are met and that the solution is effective in addressing program goals. Utilizes resources available, or recruits those necessary to be successful.
<b><i>Human Resource Management</i></b>	Mutually establishes and reviews with employees the expectations that guide and motivate them towards personal, Divisional and Departmental objectives
<b><i>Decision Making</i></b>	Taking action consistent with available facts, constraints and probable consequences; using effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions.

**NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY**  
**Law Enforcement Job Family**  
**Law Enforcement Manager**

Functional Competencies	Contributing	Journey	Advanced
<b><i>Building Partnerships</i></b>	n/a	Begins to develop and use collaborative relationships with individuals and agencies outside the ALE Division to facilitate the accomplishment of the ALE Division mission and goals. With assistance and guidance, identifies opportunities and takes action to build strategic relationships between the ALE District/Section, and other districts/sections within ALE, with other divisions of CCPS and/or other groups, both internal and external including: local governments, stakeholders, the Legislature, and other organizations to further the mission and goals of the ALE Division.	Independently develops and uses collaborative relationships with individuals and agencies outside ALE to accomplish ALE's mission and goals. Independently identifies opportunities and takes action to build strategic relationships between the ALE District/Section, and other districts/sections within ALE, with other divisions of CCPS and/or other groups, both internal and external including: local governments, stakeholders, the Legislature, and other organizations to further the mission and goals of the ALE Division. Encourages and supports subordinates in building strategic partnerships to further the mission and goals of ALE.
<b><i>District/Program Management</i></b>	n/a	Understands tasks, accepts responsibility, takes initiative to plan and organize daily activities required to manage an ALE District and/or program and performs work under direct supervision. Manages work product of the district/section/program with limited oversight. Possesses the ability to organize and follow complex and detailed technical procedures. Develops district/section/program plan and moves program forward. Provides consultation on issues and requests from customers that require implementation or creation of a custom solution. Consults with higher level manager(s) to discuss alternative	Provides leadership in planning and organizing the work of those under his/her supervision. Adapts to unanticipated changes with contingency plans. Accountable for keeping the district/section's program(s) on track, anticipates and/or successfully manages problems. Evaluates and recommends resource needs and makes realistic requests based on this evaluation. Consults with senior managers on a regular basis to develop long-range strategic alternatives. Builds internal and external customer support of agency objectives. Builds external networks to further achieve Division/Department

**NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY**  
**Law Enforcement Job Family**  
**Law Enforcement Manager**

Functional Competencies	Contributing	Journey	Advanced
		solutions	goals, mission and strategic plans.
<b><i>Human Resource Management</i></b>	n/a	Manages and is responsible for activities and responsibilities of a district/section. Recommends personnel actions to senior management and implements necessary corrective measures as assigned. Routinely performs informal and formal coaching and counseling, as required. With oversight, is responsible for all performance management in the district/section. Begins to encourage subordinates, particularly the Law Enforcement Supervisor, to assume greater responsibility and develop their careers.	Independently manages and is responsible for the activities of their subordinates. Assures that those subordinates work to further the goals, plans, mission, and follow the policies and procedures of the Division. Recommends personnel actions to senior management and implements necessary corrective measures. Independently performs informal and formal coaching and counseling of subordinates. Responsible for all performance management of those in his/her district/section. Independently encourages subordinates, particularly the Law Enforcement Supervisor, to assume greater responsibility and develop their careers. Counsels with subordinates about their career development and establishes a training and responsibility plan to allow them to achieve their career goals.
<b><i>Decision Making</i></b>	n/a	Makes decisions and follows through by taking action consistent with available facts, constraint and probable consequences after checking with superiors. With guidance, uses effective approaches to choosing a course of action and/or develops an appropriate solution to problems and/or opportunities presented.	Consistently makes appropriate decisions that further the mission and goals of the ALE Division. When presented with a problem or opportunity, consistently gathers information that is necessary and relevant to the problem at hand and makes decisions consistent with ALE/CCPS policy and procedure and that furthers the mission and goals of the Division/Department. Provides to subordinates the input, direction and vision to make decisions consistent

**NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY**  
**Law Enforcement Job Family**  
**Law Enforcement Manager**

Functional Competencies	Contributing	Journey	Advanced
			with ALE/CCPS policies and procedures and that further the mission and goals of each. Allows subordinates to make decisions and then counsels with the subordinate to allow them to assess whether the decision was correct. Provides an environment that allows subordinates to make decisions and follows up with the subordinates to provide the employee to grow and develop.

**Minimum Training and Experience:** A four-year degree from an accredited college or university and two years of supervisory law enforcement experience in the area supervised; or, an equivalent combination of training and experience.

**Necessary Special Qualifications:** Must possess North Carolina Basic Law Enforcement Training (BLET) Certification.

Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.